Table 1

Caseload

	Reporting year#				
	1999-2000	2000-01	2001-02 ($10^1/_2$ months)	2002-03	2003-04
(A) Enquiries received	**9,323**	**11,821**	**12,900**	**14,298**	**12,552**
(B) Complaints received	**3,101**	**3,709**	**3,736**	**4,382**	**4,661**
(C) Complaints brought forward	**891**	**581**	**814**	**760**	**772**
(D) Complaints for processing = (B) + (C)	**3,992**	**4,290**	**4,550**	**5,142**	**5,433**
(E) Complaints concluded	**3,411**	**3,476**	**3,790**	**4,370**	**4,345**
By preliminary inquiries	**1,436**	**1,064**	**1,567**	**2,172**	**1,834**
– By referral to complainee departments / organisations for replies (INCH)	467	364	353	176	203
– By rendering assistance / clarification (RAC)	969	700	1,214	1,996	1,631
By full investigation	**194**	**161**	**331**	**124**	**284**
- Withdrawn / Discontinued	11	-	6	2	6
- Substantiated	22	28	18	15	14
- Partially substantiated	100	41	263	39	24
- Unsubstantiated	61	80	42	68	236
- Incapable of determination	-	12	2	0	1
- Substantiated other than alleged	-	-	-	-	3
By mediation	**10**	**29**	**19**	**6**	**7**
Complaints screened out	**1,417**	**1,859**	**1,563**	**1,729**	**1,892**
- Restrictions on investigation	592	795	685	971	1,259
- Outside jurisdiction	825	1,064	878	758	633
Complaints withdrawn / discontinued	**354**	**363**	**310**	**339**	**328**
(F) Percentage of complaints concluded = (E) ÷ (D)	**85%**	**81%**	**83%**	**85%**	**80%**
(G) Total cases carried forward = (D) - (E)	**581**	**814**	**760**	**772**	**1,088**
(H) Direct investigations completed	**3**	**5**	**4**	**6**	**5**
(I) Direct investigation assessment reports produced	**18**	**9**	**0**	**1**	**5**

\# Period of Reporting Years

99 / 00 : 16.5.99 - 15.5.00   00 / 01 : 16.5.00 - 15.5.01

01 / 02 : 16.5.01 - 31.3.02   02 / 03 : 1.4.02 - 31.3.03

03 / 04 : 1.4.03 - 31.3.04

From 2001 / 02, the reporting year ends on 31 March to coincide with the end of financial year.